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Coast Guard**



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COMMANDANT INSTRUCTION 5400.20

Subj: OPERATING PROCEDURES FOR WORK-LIFE STAFFS

1. PURPOSE. This Instruction establishes policy and procedures for the operation of the Work-Life staffs. This Instruction applies to all of the Coast Guard's Work-Life staffs.
2. ACTION. Area and district commanders; commanders maintenance and logistics commands; commanding officers of Headquarters units; and Commander, Coast Guard Activities Europe shall ensure compliance with the provisions of this instruction.
3. DISCUSSION.
 - a. The Work-Life staffs were created as a result of the Work-Life Study and are the field level implementors of many of the recommendations of the Study. For the Work- Life program to be properly evaluated, the staffs must operate in a uniform manner. Additionally, one of the goals of the Work-Life program is to deliver a consistent range of services from area to area so our members and their families will be more comfortable and knowledgeable of what to expect.

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- b. Enclosure (1) to this Instruction contains general policy and procedures for the staffs, as well as guidance regarding their relationship to other Coast Guard elements. Where the term Program Manager is used it refers to that entity in Headquarters that has routine oversight of the specific function such as Family Support Programs, Wellness Program, and Career Information Program. In the absence of existing program oversight, the Work-Life Implementation Staff shall be the point of contact.

/s/ ROBERT E. KRAMEK
Chief of Staff

Encl: (1) Operating Procedures for Work-Life Staffs

OPERATING PROCEDURES FOR WORK-LIFE STAFF

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Chapter I - Function Statement

1. Mission. Establish and manage the regional infrastructure for delivering Work-Life services to Coast Guard employees and their families.

2. Functions. The primary function of the staff is to provide Work-Life information to Coast Guard employees, including direct and indirect referral and training. The GOAL is to get the RIGHT information to the RIGHT people at the RIGHT time. For the most part, the staff members are not direct providers of Work-Life services, but rather, serve as overseers and as an information clearing house, ensuring that the customers receive the services that best meet their needs. Regional staff areas of responsibility are specified in Chapter IV of this manual. Under the general direction of the District Commander and Chief of Staff or the host command Commanding Officer and Executive Officer, and under the direct supervision of the Work-Life staff supervisor, the regional Work-Life staff shall:

a. Establish, as indicated in the Work-Life Implementation Plan, a standardized infrastructure for delivering Work-Life services throughout their assigned area of responsibility. Part of the focus is to be on the reduction of collateral duty tasking to the units.

b. Create and aggressively advertise a network of individuals and organizations both willing and able to provide support for our employees and their families. Where possible, include reservists and auxiliaries in that network.

c. Actively promote communications and marketing of the Work-Life philosophy and services, including providing information and support to the District Public Affairs staffs for the development of Work-Life articles.

d. Through individual interviews and general field contact, continually assess current and future Work-Life needs of Coast Guard employees and their families within the geographic Area of Responsibility (AOR).

e. Using these assessments, evaluate the service delivery system and recommend, through program managers, changes to the delivery system that enhance customer service and improve system efficiency.

f. Critical incidents (e.g., hurricanes, earthquakes, floods, vessel/aircraft casualty, suicide, mobilization, etc.) can adversely impact the stability, mental health, and operational readiness of Coast Guard personnel and their families. Work-Life staffs are not crisis action teams. Their focus should be on managing the stress and post-stress associated with a critical incident, not managing the critical incident.

2. f. (con't). itself. They should develop and maintain contingency plans that outline their full range of capabilities (focusing on, but not limited to, their primary role of referral) and how they could expand those capabilities in times of emergency. Plans should address ability to extend "office hours" (up to 24 hours a day, 7 days a week) and shift "office" location to a specific unit or location to ensure a person with the ability to listen and assist is available when and where needed most. Reservists, auxiliarists, other Work-Life staffs, Navy SPRINT teams and the Employee Assistance Program contractor are resources that should be considered when attempting to expand capability due to prolonged or unexpected stress-producing events. Critical Incident Stress Intervention Support (CRISIS) contingency plans should include this broad range of resources and their capabilities.

3. Chaplains, Command Enlisted Advisors (CEA), Ombudsmen, and spouses' clubs have extensive formal and informal communication networks. The value of these people and their networks cannot be overemphasized. Communication is basic to implementing effective Work-Life policies and programs. The Work-Life Study found that people rely heavily on informal information sources. The staff supervisor shall ensure chaplains, CEA's, Ombudsmen, and spouses' clubs presidents are especially informed of Work-Life initiatives and have easy and routine access to all Work-Life staff members. These contacts should be for both disseminating information and gathering information about where needs are going unattended.

Chapter II - Staff Organization

200 BASIC ORGANIZATION

1. The staff supervisor shall report directly to the District Chief of Staff or the host command Executive Officer. All staff members shall be considered to be specialists in their areas of responsibility and should report directly to staff supervisor. In the absence of the supervisor, the Family Programs Administrator will normally assume the duties and responsibilities of supervisor. Each staff member will have a basic understanding of all of the programs covered by the Work-Life staff. Due to the frequent unit visits that staff personnel will make, all staff workers must be able to provide customers with basic information on all Work-Life areas. In addition, staff members will maintain open channels of communication with the appropriate Headquarters program managers.
2. To enhance their advocacy role and facilitate the sharing of information necessary to the success of this program, staff members must be physically co-located and financially supported as a composite group. Each Work-Life staff will be served by a 1-800 toll free line. Each staff will also have either voice mail or an answering machine to ensure that individuals attempting to reach the staff can leave a message. All calls will be returned as soon as possible, preferably the same day. The Work-Life office will normally be open Monday - Friday for at least eight hours so that the staff is accessible to as many personnel and dependents as possible. All inquiries will be answered in a timely, professional manner.
3. In addition to providing information to individuals and units within their AOR, Work-Life staffs will be responsible for providing information to individuals ordered into the staff's AOR. The information will be provided by sending that individual the appropriate regional and unit supplements to the Beneficiary Guide as soon as the staff learns that the individual is transferring into the AOR. The Work-Life staff shall maintain a close liaison with the appropriate PERSRUs and civilian personnel offices in order to ensure that the staff is provided copies of orders and notification of new employees as soon as practical.

201 HEADQUARTERS PROGRAM OVERSIGHT

1. The Work-Life Staff pull together elements of many different programs. Three dimensions of oversight will be used to ensure these new staffs receive adequate support and attention while the Headquarter's work-life structure is in transition. Since these staffs are in the information delivery business, the dimensions are (1) the process (what gets talked about and how it gets delivered) used to deliver the information; (2) resources used to deliver the information; and, (3) the content (accuracy) of the information.

2. The Work-Life Implementation Staff (G-CCS-4) is responsible for the delivery process of all Work-Life Staff elements. Additionally, they are responsible for the resource dimension for new elements such as the Dependent Resource Coordinator and Health Education Specialist. Finally, they are also the content owners of the new Health Education, Relocation Assistance, and Employee Assistance Programs. G-KOM is responsible for content oversight of the Wellness Program. The Family Programs Branch within the Office of Personnel is responsible for content oversight of Dependent Resources and Family Advocacy Programs, and for resource oversight of the Family Advocacy Program. G-PE, Enlisted Policy and Programs Branch, is responsible for content and resource oversight of the Career Information Specialist (CIS) Program, while the MCPO-CG is responsible for the overall success of the CIS program (COMDTINST 104.4 series).

205 DUTIES IN SMALLER STAFFS

1. The guidance contained in this manual is written as though the staff is a full nine-member staff with an emphasis on individual roles. Smaller staffs, together with other command elements, shall provide the same functions but may have different people filling specific roles. For example, dependent assistance issues might be handled by the relocation assistance manager, and wellness and health services/education issues can be handled through local clinic or Wellness Program specialists. The staff supervisor might handle the Employee Assistance Program. The Family Program Administrators are congressionally mandated to provide family violence counseling and assistance. Because of this mandate, they receive a high degree of interest and oversight. Their workload should be carefully considered before assigning the FPA any additional responsibilities.
2. A mutual support, rather than senior/subordinate, relationship shall exist between District Work-Life staffs and any smaller Work-Life staff which may fall within a District's geographic boundaries.

210 STAFF SUPERVISOR

1. Basic Function: The staff supervisor is the primary representative for all Work-life initiatives within the designated AOR. Working with unit commands, the Work-Life supervisor will coordinate all issues to be addressed by the staff.
2. Duties, Responsibilities and Authority: Under the general direction and supervision of the District Chief of Staff or the host command Executive Officer, the staff supervisor shall be responsible for:

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- a. management and supervision of all personnel assigned to the Work-Life Staff, including conducting regular staff meetings,
- b. management and maintenance of the staff budget,
- c. providing guidance to the Ombudsman Coordinator and for assisting the Ombudsman Coordinator in providing training to unit Ombudsman,
- d. designating a staff property custodian,
- e. coordination of all field visits and seminars presented by the Work-Life staff,
- f. continually obtaining customer feedback from the personnel in the field and their families,
- g. scheduling and conducting meetings with the CEA, Chaplain, Legal Assistance Officer (LAO), Housing Officer, and other appropriate personnel on a quarterly basis regarding coordination of work-life issues and services. (Good, clear and continuing communications between CEA, Chaplain, LAO, Headquarters and others is a must),
- h. drafting, distributing and periodically updating the regional addendum to the Beneficiary Guide,
- i. keeping the District Commander and Chief of Staff or Commanding Officer and Executive Officer informed of all Work-Life issues,
- j. maintaining an open channel of communication with commanding officers in the AOR.

215 ADMINISTRATIVE SUPPORT PERSONNEL

1. Basic Function: To provide administrative support to the supervisor and staff elements within the Work-Life staff. Help direct customer inquiries, and provide continuity of office functions when staff members are traveling.
2. Duties, Responsibilities and Authority: Under the general direction and supervision of the staff supervisor, the yeoman shall be responsible for:
 - a. administrative and clerical support to all staff members, (conflicts in priorities to be resolved by the staff supervisor),
 - b. staff standard terminal system management,
 - c. referral of visitors or callers to the appropriate staff member,

- d. working closely with all staff elements to meet their clerical needs;
- e. providing input for improved office effectiveness;
- f. maintaining staff files, managing staff correspondence, and handling both incoming and outgoing mail;
- g. providing other administrative support as directed by the supervisor (such as coordinating training conferences, etc.).

220 RELOCATION ASSISTANCE MANAGER

1. Basic Function: The primary purpose of this position is to administer the Coast Guard's Relocation Assistance Program. This program is intended to assist active duty, recalled reservists, recently separated and retired personnel, civilian members, and dependents during the relocation cycle. This cycle consists of five phases: Pre-Departure, Transition, Arrival, Reconnect and Stabilization. The goal of this service is to maximize a member's performance by minimizing the impact of each of these phases on the work and life environment. Major emphasis will be on initial needs assessments and planning prior to a move by providing information and referral to relocation services.

2. Duties, Responsibilities and Authority:

a. The Relocation Assistance Manager (RAM) facilitates access to a full range of relocation services, information, and assistance for military and civilian personnel and their families who are involved in various phases of the relocation cycle. Under the general direction and supervision of the staff supervisor, the RAM is responsible for:

(1) Coordinating Delivery: Implement the policies and procedures set forth by the Coast Guard Headquarters Relocation Program Manager. Administer the Coast Guard Relocation Assistance Program Within their geographic area of responsibility. Utilize any other available services and develop local contacts/services for referral of members/families. Coordinate with regional commands to provide presentations to units, personnel and dependents on the specifics of the Relocation Assistance Program, emphasizing the information and referral role of the RAM. Throughout the relocation cycle, demonstrate sensitivity to the diverse needs of individuals and families, and foster proactive and preventive solutions to their problems. Coordinate necessary referral to other Work-Life services.

(2) Quality assurance: Identify and report trends and significant statistical data that would impact program direction. Utilize feedback mechanism to identify problems encountered by their "customers" and follow up on all complaints. Extract and

2. a. (2) (con't). analyze data for purposes of developing community profiles. Where appropriate, use Total Quality Management techniques to achieve organization and program goals. Provide feedback to relocation assistance program manager on a situational basis regarding significant events, problems, or challenges encountered.

(3) Service Sourcing: Collaborate and coordinate with other Federal, State and civilian agencies to insure individuals and families are aware of all available relocation information, services, and resources in order to minimize the financial and emotional stress associated with relocation. Identify new sources of assistance and promulgate these within their geographic area of responsibility.

(4) Needs Assessments: Utilize the Needs Assessment Survey as the primary means to assist personnel relocating in meeting needs during the crucial pre-departure phase of the Relocation cycle. Ensure timely distribution of the Needs Assessment Survey to coincide with delivery of Permanent Change of Station (PCS) Orders, or new assignment, or at least two months before separation/retirement. Utilize contracted services as available to meet needs of relocating personnel. Advise Coast Guard beneficiaries that information provided them in conjunction with this program is covered by the Privacy Act.

(5) Contracting: When designated, act as the Contracting Officer Technical Representative (COTR) for relocation assistance contracts being used by personnel in their geographic area of responsibility. Seek out and use contracted services where available and affordable.

(6) Referral: To the maximum extent possible facilitate indirect delivery of services. Utilize existing relocation systems and refer personnel to appropriate service sources.

(7) Training: Educate commands and personnel about available relocation services. Maintain liaison with Headquarters program manager regarding any updates/changes to the Beneficiary Guide and distribute the changes as necessary.

(8) Ensure that the sponsor program at each unit emphasizes "command" information, and directs the individual to the relocation program as the primary source regarding community information.

(9) Maintain a basic knowledge of other programs within the Work-Life staff to provide better services to the region.

(10) Interact with housing officers on various relocation/housing issues and work with them to ensure needs of personnel are met. Exchange ideas and information with regional housing program personnel (i.e. Local housing Authorities or Area Housing Authorities) to develop a network of information exchange.

225 WELLNESS COORDINATOR

1. Basic Function: Coordinate the development and management of the regional Wellness Program designed to educate and encourage all Coast Guard beneficiaries to improve their health and well- being through the voluntary adoption of healthy life-styles. The major elements of the Wellness Program are nutrition and weight control, physical fitness, tobacco cessation, prevention of alcohol and substance abuse, stress management, and education aimed at the reduction of injury and disease.

2. Duties, Responsibilities and Authority: Under the general direction and supervision of the staff supervisor, the wellness Coordinator shall:

a. plan, develop and administer a wellness program for all Coast Guard beneficiaries within the designated AOR,

b. help unit commanders to establish a local wellness program,

c. ensure the distribution of a regular Coast Guard Wellness Bulletin to all units within the designated AOR,

d. liaison with community, Public Health Service, and Department of Defense program managers within the AOR in areas of wellness, health promotion, and health education,

e. provide Coast Guard beneficiaries with information of local, community-based wellness programs, including workshops, health fairs, seminars, assessment programs, etc., for all elements of the Wellness Program,

f. serve as the Coast Guard representative for any local wellness programs, panels, or committees,

g. maintain a current database on local wellness program resources,

h. provide and discuss health risk appraisals for use by Coast Guard beneficiaries,

i. prepare, procure and distribute educational and promotional material on wellness,

j. establish and maintain a regional library of publications and audiovisual tapes on all elements of the wellness Program,

k. help Coast Guard clinics support wellness programs and preventive medicine initiatives for Coast Guard beneficiaries,

l. when designated, prepare statements of work and act as COTR for regional wellness program contracts.

230 EMPLOYEE ASSISTANCE PROGRAM COORDINATOR

1. Basic Function: The Employee Assistance Program (EAP) Coordinator will act as the primary field COTR for all employee assistance issues within the designated AOR. The EAP Coordinator will monitor and assess the current contract to ensure services are provided to all beneficiaries.
2. Duties, Responsibilities and Authority: Under the general direction and supervision of the staff supervisor, the Employee Assistance Program Coordinator shall:
 - a. seek to identify and advertise complementary services available in local communities, particularly no cost programs and Federal subsidy programs.
 - b. coordinate referral services with other programs supported by the other Work-Life staff members,
 - c. conduct regular visits to field units to provide EAP awareness training and to promote the Employee Assistance Program.
 - d. distribute EAP literature and training aids (videos tapes, pamphlets, etc.) to all applicable units acting as primary contact for regional distribution of educational materials provided by the contractor,
 - e. in conjunction with visits to field units, provide information and awareness training in support of other Work-Life programs as directed by the staff supervisor,
 - f. utilize and maintain an accurate, current database on personal and life skill resources within their designated AOR, particularly those available through other armed services and federal agencies,
 - g. maintain appropriate records and statistical data as defined by the Work-Life supervisor and Headquarters program manager,
 - h. prepare necessary reports to Coast Guard Headquarters to evaluate program effectiveness,
 - i. maintain library of employee assistance training aids and literature,
 - j. help develop updates to the Work-Life Beneficiary Guide,
 - k. promote and work cooperatively with other Work-Life staff members on programs and issues which overlap functional areas,
 - l. conduct needs assessment and measurements of effectiveness for employee assistance programs within the designated AOR,

m. maintain liaison with Federal, State and local agencies concerning employee assistance issues, and

n. perform such duties as may be assigned by the Work- Life supervisor.

235 FAMILY PROGRAM ADMINISTRATOR

1. Basic Function: Reduction and prevention of family violence within the Coast Guard is the primary function of the Family Advocacy Program.

2. Duties, Responsibilities and Authority: Under the general direction and supervision of the staff supervisor, the Family Program Administrator (FPA) shall be responsible for;

a. professional and timely reporting and intervention in family violence related matters,

b. accurate case management of family violence and special needs including referral and follow-up for all child and spouse abuse neglect, suicide, rape, and sexual assault incidents in compliance with relevant Congressional mandates, Federal and State laws, and Coast Guard policies and regulations,

c. coordinating and ensuring training of Family Advocacy Representatives (FAR's) to include timely and appropriate prevention, identification and reporting of family violence incidents. When possible, include unit members and commands in the training,

d. providing overseas screening services for Unit Commanders with respect to assignment of Coast Guard personnel to overseas duty locations,

e. determining family needs of Coast Guard personnel within the AOR with the purpose of reading stress and other factors that might lead to family violence,

f. providing input to measure effectiveness of family support programs,

g. preparing and providing presentations to unit personnel on issues, policies approaches and services available within family support programs,

h. developing and maintaining an accurate information and referral system based on current military and civilian service agencies and practitioners,

i. maintaining appropriate records and statistical data,

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j. promoting a cooperative environment with other family program administrators on cases which overlap geographic areas of responsibility,

k. performing such other duties as may be assigned by the Work-Life supervisor.

240 HEALTH EDUCATION SPECIALIST (HES)

1. Basic Function: The HES provides information to assist Coast Guard beneficiaries in obtaining quality health care in the AOR.

2. Duties, Responsibilities and Authority: Under the general direction and supervision of the staff supervisor, the HES shall;

a. visit units to provide education to appropriate beneficiaries on the use of the all sources of care in their area, to include: Coast Guard, DOD, contract, NonFedMed, NonFedDent, CHAMPUS/CHAMPUS reform initiatives, VA and alcohol assistance,

b. disseminate brochures, CHAMPUS handbooks, and other health care access literature,

c. act as a point of contact for Work-Life issues during visits and provide recommendations for health care and Work-Life improvements to appropriate entities via the chain of command,

d. gain familiarization with the services that health care providers offer to Coast Guard beneficiaries through on site visits in coordination with the cognizant Maintenance Logistics Command,

e. respond to health benefits telephone inquiries and refer to appropriate sources of assistance, both within and outside the Work-Life staff,

f. maintain a current regional list of providers that serve Coast Guard beneficiaries, including treatment capabilities, phone numbers and points of contact,

g. assist in the development and ongoing maintenance of the regional health care section of the Beneficiary Guide,

h. establish a communications network with health benefits advisors, health care finders, Military Treatment Facilities CG representatives and the MLC Managed care coordinator,

i. attend the following training:

(1) the cognizant MLC(k) "Health Care Programs and Policies" familiarization,

(2) the CHAMPUS basic course within six months of reporting for duty as HES (not required if attended within the last five years),

(3) the CHAMPUS regional and MLC(k) Health Care Administration conferences,

j. although not considered primary duties, provide the following services as work load permits:

(1) assist Collateral Duty Alcohol Representatives (CDARs) with unit alcohol awareness training,

(2) assist unit collateral Health Benefits Advisors (HBAs) in the performance of their duties,

(3) assist MLC in identifying potential health care providers to enhance the MLC health care finder database and the contracting process,

k. receive program support and professional oversight from the respective MLC(k) as needed.

245 CAREER INFORMATION SPECIALIST

1. Basic Function: The Career Information Specialist (CIS) will ensure all Coast Guard personnel are made aware of advantages of a Coast Guard career. The CIS shall provide those persons separating from the service with an overview of benefits to which they are entitled and provide information which will assist them in their transition to civilian life.

2. Duties, Responsibilities and Authority: Under the general direction and supervision of the staff supervisor, the Career Information Specialist shall comply with COMDTINST 1040 series and be responsible for;

a. coordinating an enlisted career information program throughout the area of responsibility,

b. coordinating the development and dissemination of career information materials, supplies, and resources to appropriate recipients, and assisting the Headquarters CIS Coordinator in developing and maintaining a standardized program,

c. providing current information to unit commanding officers within the AOR on career benefits, policies, and programs affecting enlisted personnel,

d. coordinating field visits within the AOR with the staff supervisor to update unit commanding officers of policy changes that affect enlisted personnel; leading seminars covering these topics with the enlisted personnel assigned to field units, upon requests of the unit commanding officers,

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e. remaining informed of the Coast Guard, Department of Defense, Department of Veterans Affairs, US Public Health Service, and other Government agencies' policies and programs which affect all military personnel, in areas that include but are not limited to:

- (1) Retirement Programs
- (2) Separation/Reenlistments
- (3) Military Training
- (4) Education/Personnel Training (Civilian)
- (5) Advancements/Programs leading to a commission
- (6) Veterans Benefits
- (7) Board for Correction of Military Records (BCMR)
- (8) Personnel Record Review Board (PRRB)
- (9) Mutual Assistance

f. facilitating retirement/separation seminars as needed or requested.

250 DEPENDENT RESOURCE COORDINATOR (DRC)

1. Basic Function: To provide information and referral services regarding dependent care options to beneficiaries, including the areas of child care, elder care, and special needs.

2. Duties, Responsibilities and Authority: Under the general direction and supervision of the staff supervisor, the Dependent Resource Coordinator shall:

a. provide positive marketing and awareness of the Family Child Care Program, the Elder Care Program, the Adoption Reimbursement Program, the Scholarship Program, Separation for Care of Newborns Program, and the Coast Guard Family Special Needs Program.

b. For Child Development Services:

(1) Conduct initial and quadrennial Dependent Care Needs Assessments. Access and evaluate relevant resources in the AOR. These include, but are not limited to, home-based care, au pair or nannies, center-based care, public or private schools, Head Start programs, DoD programs, Coast Guard programs, GSA programs, sick child care, night care, before or after school care, and tuition discount programs.

(2) Create and maintain a resource file with appropriate information about each program. Provide employees with information about options available to them.

c. For Family Child Care:

(1) Identify individuals providing Family Child Care (FCC) in Coast Guard owned or leased housing and ensure all are certified.

(2) Maintain a database of certified child care and special needs facilities in the designated AOR.

(3) Process applications of new FCC providers and initiate background screening process, communication, and maintenance of all records.

(4) Investigate complaints about providers and programs (other than child abuse or neglect which should be referred to appropriate authorities) and document all findings.

d. For Special Needs:

(1) Provide information concerning policy, procedures and enrollment of the special needs program.

(2) Use all available resources to identify all Coast Guard active duty members with special needs within designated AOR.

(3) Maintain a resource file of relevant reference material regarding educational, medical and psychological service/programs within the designated AOR.

(4) Provide ongoing education, coordination, and open communication with unit commanders concerning identified families with special needs.

(5) Provide all relevant forms, educational, medical and/or psychological documentation to the FPA to ensure appropriate case management.

(6) Coordinate or provide ongoing training to Coast Guard personnel and unit commanders regarding family members with special needs.

e. For Adoption Reimbursement:

(1) Answer all inquiries concerning reimbursement of adoption expenses and forward request to COMDT (G-PD-3) for processing.

(2) Provide information to members seeking assistance in locating resources for the adoption of a child.

f. For Scholarship Programs:

(1) Provide information to inquirers regarding the Sobel Endowment Fund, Zachary and Elizabeth Fisher Armed Services Award, and the Navy League Scholarships.

(2) Identify additional scholarships that are available for Coast Guard dependents.

g. For Elder Care:

- (1) Provide referral, guidance, and support to employees with elder care needs.
- (2) Maintain a listing of care providers and reference material regarding educational, medical and psychological services/programs within the designated AOR.

h. Perform such other duties as may be assigned by the Work- Life supervisor.

260 INTERACTION WITH OTHER STAFFS/COMMANDS/PROGRAMS MANAGERS

1. Work-Life staffs will work directly for the District Chief of Staff or command Executive Officers, but will interact and coordinate with all District staff or command elements concerning Work-Life issues. Any required notifications to unit commands, resulting from an employee consultation with staff members, will be reported through the Work-Life supervisor to the unit commander.
2. Districts will appoint an Ombudsman Coordinator who will work closely with and receive support from the Work-Life staffs. Both the Ombudsman Coordinator and the Work-Life staffs will communicate frequently with the unit Ombudsman to assess needs and to ensure a good flow of information.
3. Program managers will continue to provide policy guidance for their respective programs. Work-Life staff members will continually assess employees' local needs and propose change in service delivery to program managers. Regional issues, not specifically addressed by program managers, are the responsibility of the regional staffs. These issues might be best addresses using the experience and local knowledge of the Work-life staff, after consultation with the appropriate program manager.

Chapter III - Office Administration

300 BUDGET

Requests for travel and program funding adjustments will be submitted to COMDT (G-CCS-4) or to the appropriate Headquarters Program Manager with a copy to COMDT (G-CCS-4). Requests for training funding will be submitted in accordance with COMDTINST 1550.9 (series).

310 TRAINING

Each staff member is responsible for advising the supervisor regarding all necessary training to remain current in the specialty area. Training needs will be identified in accordance with COMDTINST 1550.9. In addition, Work-Life staff members should liaise with local corporate and government Work-Life organizations in their AOR and attend seminars and conferences in Work-Life issues as opportunities arise.

320 FIELD VISITS AND FIELD TRAINING

Communication with providers and beneficiaries of the Work-Life system is key to the success of the initiative. Therefore, the Work-Life staff supervisor shall insure that every unit in the AOR is visited as often as possible, but at least once a year by members of the staff. Personnel making the visits should be prepared to address concerns in all of the Work-Life staff function areas. The visits should be arranged to allow for meetings with dependents, as well as active duty and civilian personnel.

In addition, the Work-Life staff is responsible for providing training assistance to the units within its AOR. The assistance can include everything from on-site training sessions on wellness to preparation of training and marketing materials for use by the units or dependent groups.

330 OFFICE PUBLICATIONS LIST

Each Work-Life staff will have, or have access to, at least the following Commandant Manuals and Publications. One copy of each is assumed unless otherwise indicated by a number in the square brackets following the title.

PUBLICATIONS	SHORT TITLE	SPONSOR	STOCK POINT
Alcohol Abuse Treatment and Prevention Program	M6330.1	G-KOM	DOT
CG Reg. Areas & Temp. Guest Housing Facil. [*]	CP 1710.14	G-PXM-3	DOT
Civilian Equal Opportunity Program Manual	M12713.7D	G-HCE	DOT
Civilian Personnel Actions	M12750.4	G-PC-3	DOT
Civilian Personnel Guide for Supervisors	CP 12000.2A	G-PC-3	DOT
Civilian Temporary Duty Travel Program	M12570.6	G-PC-4	DOT
Claims and Litigation Manual	M5890.9	G-LCL	DOT
Coast Guard Civil Rights Officer's Handbook	CP 12713.10	G-H	DOT
Coast Guard Civilian Awards Manual	M12451.1A	G-PC-3	DOT
Coast Guard Decedent Affairs Guide	M1770.1B	G-PS	DOT
Coast Guard Regulations	M5000.3A	G-CCS-2	DOT
Coast Guard Staffing Standards Manual	M5312.11A	G-CPA	DOT
Commandant's Bulletin [2]	CP	G-CP	G-CP
Commissioned and Warrant Officer Billet Manual	M5320.7J	G-CPA	G-CPA
Comptroller Manual, Volume II (Transportation)	M4600.11	G-PS-1	DOT
Correspondence Manual [2]	M5216.4B	G-TPS-3	DOT
Dictionary of Military and Associated Terms	M3000.1C	G-REP	DOT
Directives, (Coast Guard) System	M5215.6A	G-TPS-3	DOT
EEO Counselor's Handbook	CP 12713.11	G-H	DOT
Enlisted Billet Manual	M5320.6J	G-CPA	G-CPA
Enlisted Qualification Codes Manual	M1414.9	G-PE	DOT
Enlisted Qualifications Manual	M1414.8B	G-PRF	DOT
Idea Express Suggestion System	M5305.4C	G-CPE-3	DOT
It's Your Move [*]	CP 4050.5	G-PS-1	DOT
Management of Coast Guard Training	COMDTINST 1550.9		G-P
Medals and Awards Manual	M1650.25A	G-PS	DOT
Medical Manual [2]	M6000.1B	G-KRM-3	G-KRM
Military Civil Rights Manual	M5350.11B	G-H	DOT
Military Justice Manual	M5810.1C	G-LMJ	DOT
Morale, Welfare and Recreation Manual	M1710.13	G-PXM-3	DOT
Operating Facilities (OPFAC) of the CG [2]	M5440.21	G-CPA-2	DOT
Paperwork Management Manual	M5212.12	G-TPS-2	DOT
Performance Management System (PMS)	M12430.6A	G-PC-3	DOT
Personnel Manual	M1000.6A	G-PIM	DOT
Physical Disability Evaluation System	M1850.2B	G-PDE	DOT
Physical Fitness Guidelines	M6110.3	G-KOM-1	DOT
Position Classification Manual	M12510.6B	G-PC-4	DOT
Postal Manual	CG-492	G-TIS-7	DOT
Privacy and Freedom of Information Acts [2]	M5260.2	G-TPS-2	DOT
Quarterly Mishap Safetygram [*]	CP5100.43	G-KSE	DOT
Register of Officers	M1424.1L	G-PO-1	DOT
Religious Ministries within the Coast Guard	M1730.4A	G-CH	DOT
Reserve Administration and Training Manual	M1001.27	G-RST	G-RST

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Safety and Occupational Health Manual	M5100.29	G-KSE	DOT
Standard Subject Identification Codes	M5210.5D	G-TPS-2	DOT
Survivor Benefit Plan [*]	CP 1772.2	G-PS	DOT
Training and Education Manual	M1500.10B	G-PRF	DOT
Transportation Facilities Guide (Joint Svc Pub)	M4600.7	G-ELM	NPFC
Travel Manual	M4600.12	G-PS-1	G-PS-1
Uniform Regulations	M1020.6C	G-PXM	DOT
Uniform Svcs. Med/Dent. Fac. Worldwide [*]	CP 11110.1	G-KOM-1	DOT
Voting Assistance Guide	M1742.2C	G-PS	DOT
Your Guide In Retirement [*]	M1800.4A	G-PS	G-PS-5

* no set number of copies. Order in bulk for distribution as needed.

In addition, each staff should subscribe to *The Coast Guard Newsletter*, *Navy Times*, and *Military Family* (published by the Army) as a minimum.

CHAPTER IV STAFF AREA OF RESPONSIBILITY

1. Work-Life staff areas of responsibility are for the most part based on district geographical boundaries. District Work-Life staffs are responsible for all units within the district boundaries with the exception of those units that are specifically assigned to other regional Work-Life staffs. The assignment of some district units to other Work-Life staffs was done based on the PERSRU responsibility model. These assignments considered proximity to the Work-Life staffs and customer service as the ultimate goal.

2. The following units are assigned to the regional Work-Life staffs noted. Units, including reserve units, not specifically listed below are the responsibility of the District Work-Life Staff located in the district where the unit is located. Duty Under Instructions (DUINS) are the responsibility of the Work- Life staff servicing the student's PERSRU. Unless specifically listed, Recruiting Officers are the responsibility of the district Work-Life Staff of the district in which they are located.

Coast Guard Academy

Academy	60 60100
CGC EAGLE	60 18301
CGC RED WOOD	01 15401
CGC PT FRANCIS	01 13256
CGC BOLLARD	01 17214
STA New Haven	01 30180
STA New London	01 30630
GRU Long Island Snd	01 36229
ANT Long Island Snd	01 41929
INTLICEPAT	20 38101
R&D CENTER	81 51100
Marine Safety Lab	61 34310

Support Center New York

MLCLANT	35 75130
SUPRTCEN NY	32 45000
LANTAREA	20 75120
CGC DALLAS	20 11402
CGC GALLATIN	20 11407
CGC SORREL	01 15231
CGC RED BEECH	01 15402
CGC HAWSER	01 17210
CGC LINE	01 17211
CGC WIRE	01 17212
CGC PENOBSCOT BAY	01 17507
CGC STURGEON BAY	01 17509
GRU NY	01 36222
STA NY	01 30200
MIO NY	01 33130
VTS NY	01 41855

ANT NY	01 41920
CG Armory Det.	01 41927
EMD NY	32 51222
NESU NY	32 51256
CEU NY	32 51280
United Nations	98 66624
AIRSTA Brooklyn	01 20120
STA Fort Totten	01 30182
DO1 Bridges Staff	01 71101
RUITOFF New York	44 68129

GANTSEC

GANTSEC	07 76140
MSO San Juan	07 33239
Base San Juan	07 31170
ANT Puerto Rico	07 41921
CGC ATTU	07 13417
CGC PT WHITEHORN	07 13264
MSD ST Thomas	07 33425
AIRSTA BQN	07 20235
CGC MONHEGAN	07 13405
CGC NUNIVAK	07 13406
CGC OCRACOCKE	07 13407
CGC VASHON	07 13408
CGC NANTUCKET	07 13416
CG Rep NAVHOSP	07 66607
LEDET ONE	07 76140 10A
Station San Juan	*to be established
RIO St. Croix	
WPB Sup.Det. RRoads	
RUITOFF San Juan	45 68153

Training Center Cape May

TRACEN Cape May	77 67100
AIRSTA Cape May	05 20125
GRU Cape May	05 36219
STA Cape May	05 30624
CGC ALERT	20 12116
CGC PT FRANKLIN	05 13250
CGC PT BATAN	05 13240
CGC MATINICUS	05 13415
CGC HORNBEAM	05 15217
ANT CAPE May	05 41926
ANT Cape May DET	05 66750
EECEN	55 51210
STA Atlantic City	05 30184
STA Barnegat	05 30187
STA Beach Haven	05 30190
STA Indian Rvr Inlet	05 30208
STA Great Egg	05 30229
Atlantic Strike Team	58 34361

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Headquarters

OCC	49 52300
ISC	50 52400
OMEGA SYS	52 40305
HQ	98 70098
MSC	31 33501
AIRSTA Washington	42 20210
NATL POLL FUND	72 78100
ICC	54 34401
Bethesda NMC	98 66253
FOR SRV INSTITUTE	98 66295
National War Coll	98 66246
Army War Coll	98 66297
Def Intel Coll	98 66383
NMFS	98 66413
Liaison EPA	98 66414
ONDCP	98 66417
Def. Comms. Ag.	98 66437
ICAF	98 66522
DIA College	98 66528
US Naval Academy	98 66651
GRU Baltimore	05 36225
CGC RED BIRCH	05 15403
CGC SLEDGE	05 16903
CG Yard	80 31800
SUPCEN Baltimore	35 52102
SUPCEN Curtis Bay	37 52700
ANT SLEDGE	05 41908
STA Curtis Bay	05 30251
Baltimore MEPS	05 66680
OCDETF Balt	05 66587
MSO Baltimore	05 33223
ANT Potomac	05 41923
STA St. Inigoes	05 30305
STA Annapolis	05 30303
Sta Stillpond	05 30710
STA Taylor's Isl.	05 30846
CAPSTAN	05 17201
RUITOFF Alexandria	44 68141
RUITOFF Glen Burnie	44 68136

Reserve Training Center Yorktown

OCS	75 66109
"A" School	75 66110
"C" School	75 66111
DAR	05 66756
CGC MORRO BAY	05 17506
RTC	75 63100
STA Milford Haven	05 30287
ANT Milford Haven	05 41913

Support Center Elizabeth City

AIRSTA E.City	05 20130
SUPRTCEN E.City	32 47300
ARSC E.City	40 50100
Nat'l Strike Force	58 34359
ATTC E.City	78 61300
E.City St. Univ.	78 66378
College of Albemarle	78 66379

Aviation Training Center Mobile

GRU Mobile	08 36239
CGC CHINCOTEAGUE	08 13420
CGC CUSHING	08 13421
CGC SWEETGUM	08 15235
CGC WHITE PINE	08 15506
CGC AXE	08 16910
CGC SAGINAW	08 17004
Base Mobile	08 31340
STA Mobile	08 30332
MSO Mobile	08 33214
ANT Mobile	08 41973
Fire & Safety Det.	61 51400
ATC Mobile	76 65100
Gulf Strike Team	58 34340
RUITOFF Mobile	45 68163
STA Pascagula	
Pensacola area units	

Support Center Alameda

GRU San Francisco	11 36269
CGC PT BROWER	11 13272
ANT San Francisco	11 41984
STA San Francisco	11 30885
ANT Rio Vista	11 41983
STA Rio Vista	11 30890
OCDETF San Francisco	11 66595
VTS San Francisco	11 41875
CGC BLACKHAW	11 15205
STA Golden Gate	11 30467
STA Mare Island	11 30470
AIRSTA San Francisco	11 20180
SUPCEN Alameda	33 47500
MSO San Francisco	11 33260
CGC BOUTWELL	21 22405
CGC SHERMAN	21 11406
CGC MORGENTHAU	21 11408
CGC MUNRO	21 11410
PACAREA	21 75150
MLCPAC	33 75160
ESU Alameda	33 51228
NESU Alameda	33 51252

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CEU Oakland	33 51290
NAV HOSPSCHL Oakland	11 66203
NAV DC School	11 66204
NAV ELEC SCHL	11 66205
CMBT SYS TECH SCHL	11 66262
Letterman Med. Center	
TRATEAM ONE	21 64130
Liaison, DOJ San Fran	11 66403
Liaison, NAVSUPCEN Okl	11 66738
CG PST	58 34360
Oakland MEPS	33 66683
JTF Five	33 66683
Pacific Strike Team	58 34360
MSD Concord	
AIRSTA Sacramento	11 20290
STA Lake Tahoe	11 30670
LORSTA Fallon	11 40139
RUITOFF Sacramento	46 68180
RUITOFF SF Bay	46 68182
RUITOFF San Jose	46 68183

Training Center Petaluma

TRACEN	74 61200
TRACEN Trainees	74 66107
TRACEN DAR	36 66634
STA Bodega Bay	11 30465
CGC PT CHICO	11 13239
LORSTA Middleton	11 40141
CAMSPAC	21 32460

Support Center Kodiak

SUPCEN Kodiak	33 46000
CGC FIREBUSH	17 15215
CGC IRONWOOD	17 15219
CGC YOCONA	21 12202
CGC STORIS	21 12701
AIRASTA Kodiak	17 20270
LORSTA Kodiak	17 40128
AVIAT SPRT FAC	17 66453
COMMSTA Kodiak	21 23490
ESU Kodiak	33 51231
DAR	33 66643
MSD Kodiak	33 66707
FDCC WEST DET	33 66736